

31 July 1987

MEMORANDUM FOR: Edward J. Maloney

STAT VIA:   
C/HRP/MG/OIT

STAT FROM:

SUBJECT: 1987 OIT Secretarial Survey Report

1. Fifteen survey forms were returned from the approximately forty that were distributed at the May 1987 OIT Secretarial Conference. The overall tone of these fifteen is mixed, but predominantly positive.

2. Based on this sampling, the majority of OIT secretaries feel that they have good communication with their immediate supervisor, that they clearly understand their duties, and that they are encouraged to take training.

- o 86% feel they do have good communication with their supervisor.
- o 73% feel they do have good understanding of their duties.
- o 73% feel they are encouraged to take training.

Most of the respondents had not received any career counseling and most plan to leave the secretarial field.

- o 60% had not received career counseling.
- o 33% plan to remain in the secretarial field.

3. Based on the results of this survey, the following ideas are recommended to OIT managers: keep the secretary better informed of the supervisor's schedules and activities, do more to make the secretary feel she is part of the office team, include her in decision making when issues are of secretarial interest or about office procedures, give the secretary more responsibility, and consider the possibility of enhancing the position to the next secretarial level.

4. I suggest sending copies of the report to the Group Chiefs and sending copies of the summary of the report to all OIT secretaries.

STAT

ATT A: Report from May 1987 Secretarial Survey.

ATT B: Summary of Report from May 1987 Secretarial Survey.

## REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

Approximately forty survey forms were distributed to secretaries at the May 1987 OIT Secretarial Conference. Following is a list of the questions with responses from the fifteen surveys that were completed and returned. All OIT secretaries will be sent a summary of the responses.

1. Are your duties clearly understood by both you and your supervisor? \_\_\_\_\_

If "no", why not?

yes - 11

no - 4

one comment indicated need for duty clarification between secretary and admin assistant.

2. Do you receive feedback from your supervisor?

yes - 10

no - 1

not much - 1

most of time - 2

a little - 1

3. Describe the type of communication you have with your supervisor.

good - 13

poor - 1

no comment - 1

4. Describe your position as a member of the Office Team.

Feels she is part of team - 8

Feels she is not part of team - 1

Tries to be part of team - 2

No comment - 1

3 people described position duties rather than team member feeling.

5. Do you participate in decision making?

Explain -

Yes - 3

No - 4

Sometimes - 1

On matters related to secretarial interest/office procedures - 6

No comment - 1

6. What suggestion would you make to your supervisor for improving your work situation?

Clarify duties - 2

Need more secretarial help - 3

Position can be enhanced to next level - 1

Keep secretary more informed of supervisor's plans - 2

Give secretary more responsibility - 1

Provide more space - 1

No suggestions - 5

## REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

7. Are you asked to perform duties that you feel are not your job? \_\_\_\_\_  
If "yes", explain -

Yes - 5  
No - 9  
Unsure - 1

Some "yes" answers indicated performing other duties was not a problem.

8. Describe obstacles that prevent your fulfilling your duties.  
i.e. inadequate equipment, space, etc.

Interruptions	- 4
(phones, questions)	
Lack of clerical help	- 2
Out-building location	- 1
Lack of space	- 3
Lack of Conference Rooms	- 1
Lack of WANG	- 1
Lack of equipment	- 1
Noisy equipment	- 1
Lack of individual Delta Datas	- 1
None	- 3
No comment	- 2

9. Are you encouraged to take training?  
Explain -

Yes - 11  
No - 2  
Neither - 2

Two employees commented that even though they were encouraged to take training, they, themselves, felt that their work comes first and therefore did not take training.

One employee commented that her supervisor encouraged her to take training, but was reluctant to actually let her go when the opportunity came. "Double standard," she asked.

10. Describe any career counseling you have received.

None	- 9
From supervisor	- 2
From supervisor plus others	- 1
Through informal conversation	- 1
Never requested any	- 1
No comment (7 weeks with Agency)	- 1

11. Do you have a sense of accomplishment at the end of the day?

Yes	- 3
Sometimes yes/sometimes no	- 7
Most of the time	- 4
No comment	- 1

REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

12. Define your career goals.

Remain secretary - 5  
Leave secretary - 2  
Go into technical - 3  
Work with people - 1  
Undecided - 3

One was undecided between trying to advance higher in secretarial field and going into the computer field.

One commented, "Are there goals for secretaries?"

13. How would you rate your career development prospects under the new secretarial system?

1 Much better than the previous system  
6 Somewhat better than the previous system  
2 No different than the previous system  
1 Somewhat worse than the previous system  
   Much worse than the previous system

3 Not applicable  
1 Advancement is what you make of it  
1 No comment

One "somewhat better" commented that the new IS system needs clarification.

## SUMMARY OF REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

Approximately 40 survey forms were given to employees at the May 1987 OIT Secretarial Conference which was held at the McLean Hilton Hotel. Following is a summary of the responses from the fifteen surveys that were returned. OIT managers will be given a report that lists the questions and gives a breakdown count of the responses plus a few comments taken directly from the returned surveys.

- 73% feel that their duties are clearly understood.
- 67% get feedback from their supervisors.
- 86% have good communications with their supervisor.
- 53% feel they are part of the office team.
- 40% participate in decision-making when the issue concerns matters of secretarial interest or office procedures.
- 60% do not feel that they are asked to perform duties which are not part of their job.
- 73% feel they are encouraged to take training.
- 60% have not received any career counseling.
- 33% plan to remain in the secretarial field.
- 60% feel their career development prospects are the same or better under the new system than they were under the old.
- 33% had no suggestions to make to their supervisors for improving the secretary's work situation.
  - Suggestions that were made - in order of frequency:
    - Increase secretarial help.
    - Clarify duties.
    - Keep secretary informed of supervisor's schedule/activities.
    - Enhance secretarial position to next level.
    - Give secretary more responsibility.
    - Provide more space.
- 27% listed 'interruptions' as the number one obstacle to fulfilling duties. Others obstacles listed are:
  - Lack of space.
  - Lack of equipment
  - Lack of clerical help.
  - Out-building location.